

## Complaints Data

**Firm name:** Toyota Financial Services (UK) PLC

**Other firms included in this report (if any):** None.

**Period covered in this report:** 1<sup>st</sup> April 2024 – 30<sup>th</sup> September 2024

**Brands/trading names covered:** Toyota Financial Services, Lexus Financial Services, Redline Finance and Mazda Financial Services

	<b>Number of complaints opened</b>	<b>Number of complaints closed</b>	<b>Complaints closed within 8 weeks (%)</b>	<b>Closed complaints upheld by firm (%)</b>
<b>Lending: Hire purchase / Conditional sale agreements</b>	27,267	11,940	56.9%	38.4%

### To help you put these figures into context:

The number of Lending-Hire Purchase complaints reported relates to our lending activity regarding Toyota Financial Services, Lexus Financial Services and Redline Finance and Mazda Financial Services lending policies.